CTTAB
March 8, 2005 Minutes

City of Seattle, Seattle Municipal Tower
27th Floor, 700 – Fifth Avenue, Seattle, WA 98104

Board Members Present	**Excused**
Bill Baron	Damien Koemans
Maryann Budlong	Huat Chye Lim
Jesse Mar Chun	Manny Ovena
Deborah Gartside	Nina Sanders
Paul Green	
Harry Hart, III	**Absent**
Pwint Htun	Todd Achilles
Brendan Kao	
Kevin Leo	**Staff**
Ann Robinson	David Keyes
Nina Sanders	Jill Novik
Ken Thompson	Tony Perez
	Bill Schrier

1. Announcements, Agenda Approval; Review of Minutes:

The February 8, 2005 minutes and agenda were approved as amended and the meeting called to order by Vice-Chair Maryann.

2. Remarks from the Chief Technology Officer: Bill Schrier

See attached.

3. Committee Reports

Community Technology: David Keyes noted that 27 applications were received for TMF, with one disqualified. 14 applicants will be interviewed on March 15 and 21st, with finalists for a portion of the $100,000 allotment identified March 22. Criteria for receiving a grant include: clarity, budget; appropriate technology; community involvement, and whether the program can meet its goals; overall, the quality of applications was better this year than last. Several of the applicants are former recipients.

Deborah will be assisting the American Lung Association with some technical work on their 2004 program, with an extension to accommodate the help.

Keyes reported on the Microsoft/PSACT/City of Seattle Community Tech conference held at the Microsoft campus. Over 125 people from 70 organizations were present to share best practices and provide input to Microsoft, PSACT and the City on what assistance and tools are needed to further close the digital divide. This was the beginning of a longer term relationship to have community technology programs work directly with Microsoft developers to provide feedback on new product development. Keyes presented our IT residential survey results and former CTTAB member Mike Donlin from Seattle Public Schools led a session on linking schools with community computer centers to enhance educational achievement. Microsoft Community Affairs Director Aktar Badshah was the keynote speaker. A report of the findings will be issued and posted online.

Broadband Task Force: Bill Baron reported that he has seen the first set of recommendations and they include a discussion of the current lack of competition; desirability of fiber to the home to provide service of 10-100 Mb; and establishing an office of broadband within DoIT. The goal is to have open access to affordable connectivity.

4. Cable Office Report

Franchise renewal: Tony and Jill presented the Draft Needs Assessment Report to City Council today; the presentation may be viewed at the Seattle Channel website. OCC started negotiations with Comcast on March 1. CTTAB is hosting a public comment meeting on March 14. Brendan, Bill, Nina, Pwint, and Paul will attend.

Board members suggested the following be included in the report: standards for E911; criteria for discounts with families with children first and could include those who qualify for free or reduced lunch or 130-180% of poverty level; and getting revenue from on-demand advertising. In addition, it was suggested that the City seriously consider the length of the franchise: with technology changing so rapidly, a five year franchise might be advantageous.

Retreat: The retreat will be held March 22, starting a little before 4:00 p.m. in the City Hall lobby. Maryann noted that the 2005 work plan is almost complete and again requested that those who have not submitted their component pleas do so promptly.

The meeting was adjourned at 7:50 p.m.

City of Seattle

Gregory J. Nickels, Mayor

Department of Information Technology

Bill Schrier, Director and Chief Technology Officer

Citizens' Telecommunications and Technology Advisory Board
Chief Technology Officer's Report
8 March 2005

TELLY AWARDS
We have received preliminary notification that the Seattle Channel has won 3 Telly Awards for the programs *CityStream*, *Council Conversations* and *A Library for All*. Telly Awards is a national competition honoring outstanding local, regional and cable TV programs. See www.tellyawards.com .   The "Telly Awards" competition was founded in 1980, to showcase and give recognition to outstanding non-network and cable TV commercials. The competition was expanded several years ago to include film and video productions as well as non-network TV programming.   The number of Telly entries has shown a steady growth from year to year. This year nearly 18,000 videos were entered.

WILD YOUTH…
Youth from the Wilderness Inner-city Leadership Development (WILD) program in the International District gave a presentation in Council chambers on February 22 about their Community Perspectives Project, which was funded in part with a $9,000 grant from CTTAB's Community Technology Fund, which is administered by David Keyes and Delia Burke. These young people used handheld PDAs to identify problems, such as litter, graffiti, vacant buildings, in their community. They also used the cameras on the PDAs to record the problems. WILD youth then interviewed local elders to get their perspectives. All this information will be used in discussions with City and County departments and in prioritizing community needs. The Seattle Channel has followed this project from the beginning, and we'll let you know when it's ready to air.

WILD CABLE OFFICE…
The Cable Office briefed the Utilities and Technology Committee on March 8th (chaired by Councilmember Compton) on the cable ascertainment needs assessment.

WILD NETWORKING ..
Cisco Systems has awarded a grant to the Kawabe and Hilltop House low-income housing communities. Cisco will provide wireless and networking equipment to give each resident a computer, Internet and training. We worked with them to make this happen, and it leverages our 2003 Technology Matching Fund grant.

PAN TURNS 10 YEARS OLD

Present and former employees who have worked on www.seattle.gov (aka the Public Access Network, aka "PAN") gather to celebrate the birthday in Pioneer Square in February: Kevin Turner, Busbong Sears, Nate Eckstein, Mark Butler, Derrick Hall, Phil Klein, Shayne Wallesch, Bruce Blood, Laurie Kraft, Jeff Beckstrom, Ken Vogel, Patrick Broemeling, Steve Ripley.

WEB FRAUD

On March 5 Seattle P-I reporter Bill Virgin wrote a column on educating consumers as the best weapon for fighting the *phishing* scam. In the same edition, reporter Paul Shukovsky wrote about "Google hacking" – using the Google search engine to find personal information on public web sites which can be used for identity theft.

Since I last reported on *phishing* to this Board, a number of efforts have been under way to educate Seattle citizens who use City services. We are concerned that those who perpetrate such frauds will use the City government's branding and reputation to entice constituents to giving up their personal identity information.

Currently, three City departments now have plans to publish information on *phishing* as well as methods for reporting suspicious email. City Light published the information in their March 7 edition of *Light Reading.* SPU has plans for similar content in their May/June bill insert. The Mayor's Office for Senior Citizens has plans to include this information in their quarterly *Spotlight* publication. The Citizen Service Bureau also has this information to inform citizens. DoIT staff have set up an e-mail address, phishing@seattle.gov, which constituents can use to report any phishing scams which involve the use of the City of Seattle's name, logo's, or other branding. ("Phishing" is a fraud technique which uses electronic mail. Electronic mail messages are sent to consumers – often using the names of legitimate businesses such as Washington Mutual Bank. The e-mail entices the consumer to a web site which uses the legitimate business's logo and asks for the consumer's account numbers, PIN's, social security number or other personal information. The criminal then uses this information to electronically remove money from the consumer's account.)

H1B GRANT TRAINING CITY IT WORKERS

The City obtained a $850,000 grant from the Federal Department of Labor for IT workforce training. The grant is funded with dollars paid by companies who obtain workers via the H1B visa grant process This grant supports advanced technology training for the City's incumbent IT workers. Since the grant was awarded in 2002 we have approved 591 applications for 272 workers. The submitted report lists the departments that have participated and the categories of training we have provided. Most of the $850,000 grant has been consumed, and it is expected that all of it will be used by the end of May 2005. Unfortunately, the Federal Department of Labor no longer funds training grants like this with H1-B monies.

LEVERAGING TECHNOLOGY TO IMPROVE CUSTOMER SERVICE SEMINAR

On February 10, DoIT sponsored a very successful seminar on Leveraging Technology to Improve Customer Service. Mayor Nickels welcomed the participants and Stuart McKee, National Technology Officer for Microsoft, gave the keynote address. We also heard from panel of customer service experts: Darren Brady of Puget Sound Energy, Pete Winemiller of the Sonics/Storm organization, Matt Sopchich of Qwest, and Deborah Jacobs, Seattle's City Librarian.

A common theme among the participants, many of whom were middle managers in City Departments, was the need to share information and information systems across departments. They also were concerned about the vast number of telephone numbers that

customers have to navigate in order to get service from the City. We' ll be having conversations on how technology can help us in both these areas.